

SC DMH Client Advocacy Report August 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	12	85
Harris	8	68
Morris Village	3	27
Hall	13	47
Tucker	1	5
BPH-Forensics	24	177
Mental Health Centers	42	299
Total	103	708

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	110	1066
Information, Referral & Other Assistance ¹	24	134

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	62	7	34	18	103
2) Admission & Discharge	68	44	18	19	130
3) Information & Advocacy	11	24	2	5	37
4) Physical Environment	14	21	1	3	36
5) Inpatient Rights	87	96	2	25	185
6) Personal Property & Money	24	31	29	10	84
7) Confidentiality & Consent	7	6	28	8	41
8) Treatment	46	16	228	40	290
9) Other Rights Issues	10	12	36	8	58
Total⁵	329	257	378	136	964

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	4	3	1	1	8
b. Excessive Restraint, Seclusion & PRNs	5			1	5
c. Sexual Abuse	3	1	1	1	5
d. Verbal Abuse or Violations of Dignity	41	3	32	14	76
e. Neglect	7			1	7
f. Financial Exploitation	2				2
2) Admission & Discharge					
a. Discharge (when)	26	13	1	5	40
b. Community Placement (where)	33	10	3	7	46
c. Periodic Court Review		5			5
d. Questions, Education & Other	9	16	14	7	39
3) Information & Advocacy					
a. Access to Advocacy	2	11		1	13
b. Access to Legal Resources	6	11	2	3	19
c. Questions, Education & Other	3	2		1	5
4) Physical Environment					
a. Food Quality & Quantity	7	11	1	1	19
b. Linens, Clothes & Toiletries	2	6		2	8
c. Disrepair of Physical Plant	2	1			3
d. Cleanliness of Facilities	3	3			6
5) Inpatient Rights					
a. Privacy	7	5		1	12
b. Safety	6	14		2	20
c. Freedom, Privileges & Fairness	40	33	1	17	74
d. Communication	18	27		3	45
e. Health Care	16	17	1	2	34
6) Personal Property & Money					
a. Property	12	15	1	5	28
b. Money, Entitlements, Rep. Payee	9	11	8	2	28
c. Billing Issues	1	1	18	3	20
d. Other Non-DMH Issues	2	4	2		8
7) Confidentiality & Consent					
a. Access to Records & Information	5	6	21	7	32
b. Breach of Confidentiality	2		5	1	7
c. Issues of Consent, Confidentiality, etc.			2		2
8) Treatment					
a. Eligibility for Services	9		41	7	50
b. Accessibility to Staff & Treatment	6	2	69	9	77
c. Individualized, Client-Driven	28	10	117	21	155
d. Right to Refuse Treatment	3	4	1	3	8
9) Other Rights Issues					
a. Work, Compensation & Education	3	2			5
b. Religion	1	3		1	4
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting					
e. Housing	3	7	18	4	21
f. Legal assistance for Non-DMH issues	3		17	3	27

